



Mayor Michael B. Coleman

HR CONNECTIONS

A NEWSLETTER FROM THE DEPARTMENT OF HUMAN RESOURCES

QUARTERLY

Extra, Extra Read All About It

HR WEBSITES:

Be sure to visit the Human Resources Internet and Intranet site for the latest information on training opportunities, EEO, Labor Relations, Employee Benefits/Risk Mgmt, and Employee Resources ([Internet](http://www.cityofcolumbus.org/Internet)) www.cityofcolumbus.org/Intranet [Http://intranet/Agencies](http://intranet/Agencies) Human Resources

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Did You Know?

The EEO Office will offer two new training courses through Citywide Training and Development Office. See Page 2 for details.

A message from the Director:

Welcome to the April 2002 edition of H.R. Connections!



In our last edition, we reported that the City of Columbus had achieved 84% of its goal of \$250,000 in donations to the Combined Charitable Campaign. We are proud to announce that through your hard work and commitment to this outreach effort the City of Columbus donated a total of \$262,402.00 which represents 105% of our original goal. Many lives will be touched both directly and indirectly through your generosity. Kudos to all of our elected officials, cabinet members, department campaign coordinators, citywide campaign coordinator, Tina Defluter, union leaders and most especially to our employees for a job well done.

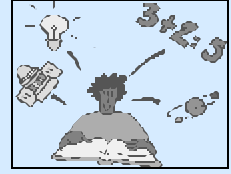
In our last edition, we also encouraged your participation in the city-wide employee survey. A preliminary report of the survey's findings is being finalized and will be published on the Department of Human Resources web site in the very near future. The OSU Center for Human Resource Research reports that over 32% of all City employees responded to the survey. Thank you for your time, participation and valuable input. The survey results will assist the City in identifying workplace improvement opportunities.

The Human Resources Department has recently formed a task force consisting of Safety, Industrial Hygiene and Medical Services Representatives from various departments to design a comprehensive and integrated Occupational Safety and Health Service (OSHA) delivery plan. The desired outcome of the plan is to address all of the City's needs in the most efficient and cost effective manner. A preliminary report of findings and recommendations due in May.

As a result of the fiscal challenges faced by the City, a joint Labor Management effort is underway to identify ways to assist the City in reducing waste and improving efficiency and service delivery. This collaborative effort, launched on March 21 with the support of the Administration and the Council, will yield great dividends in the areas of achieving greater efficiencies and enhanced customer service.

Finally, thank you for submitting nomination forms for the Mayor's Award of Excellence. We received over 100 nominations. I sincerely encourage your attendance at the Annual Employee Recognition Ceremony on April 18 as we honor and recognize our employees for their longevity and dedicated service to our citizens. Together we continue to strive to be the best city in the nation in which to live, work and raise a family.

Chester C. Christie, Director
Department of Human Resources

CITYWIDE TRAINING**Uno, Dos, Tres...
Afar, Shan, Lix...**

Did you know that Columbus has the second largest Somali population in the United States? Employees recently took advantage of Citywide Training's Spanish and Somali Workshops and language courses because so many of us in the workforce interact with the Hispanic and Somali culture. Being informed about other cultures helps us interact more comfortably and enables us to provide better customer service. Call Abbie Amos at 645-3059 for more information about Cultural Workshops and Language classes.

EMPLOYEE ASSISTANCE PROGRAM***All in a Day's Work***

A look into the services of the City's Employee Assistance Program

By Clem Hodge, EAP Counselor

"Good morning, this is the Employee Assistance Program, Clem Hodge speaking. How may I help you?"

"My eight year old son is having a really hard time in school and he always wants to stay home," said the quivering voice on the other end of the phone. "He also just told me that he wants to kill himself. What should I do?" "Bring him to the office right away," I said.

I met with Tommy* within the hour. After we talked baseball for a few minutes, I asked him if it was OK to discuss the comments he made to his mother. After he replied that it was, I asked, "Your mother said you told her you wanted to kill yourself. Can you tell me what that was all about?" "I only wanted to die for a little while," he said. He talked about how difficult school is for him. He said that an older boy had been bullying him on the playground.

After more discussion, it was clear that Tommy did not want to kill himself at all. EAP developed plans with Tommy and his family to assure his safety. In addition, these specific things were addressed in subsequent counseling sessions:

1. Identifying, understanding and dealing positively with painful emotions and experiences;
2. Healthy communication skills including how Tommy's parents could listen better and encourage him to open up;
3. How Tommy could handle the bully at school, including assertiveness skills;
4. Tommy and his family used the information that they learned at EAP. Although they no longer needed EAP services, they know they could return for a "tune-up" whenever they needed it.

*The story of Tommy and his family is fictional, but similar to that of many other families who have benefited from confidential counseling services at the City EAP. *The program also provides education, referral, mediation, and supervisor coaching and consultation. Call 645-6894 for further information.*

Beginning April 2, "EEO Basics For Supervisors" will be offered to management personnel regarding current city, state and federal EEO laws, rules, regulations and policies. In addition, a "Sexual Harassment Refresher Course" will be offered as an update for employees who have previously taken the basic sexual harassment course. Watch future Citywide Training bulletins for specific dates and times.

UPCOMING EVENTS

Riverside Mobile Mammography is scheduled for June 3rd at the Citywide Training Facility, June 6-7 at City Hall and, June 12 and 17 at the Fairwood Complex. Schedule your confidential appointment early by calling Riverside at 566-1111. Cost is \$85.00. Riverside will bill your insurance so please remember to take your insurance card with you to your appointment.

The Combined Charities Campaign winners of the 3-night hotel accommodations package for Orlando or Daytona Beach Florida, are Lynda Anderson, Recreation and Parks, Davis Discovery Center and Curtis Fleming, Public Service, Refuse Collection. Congratulations!

May 1 is City of Columbus Employee Night at the Clippers



- Game time is 7:15 p.m.
- Tickets are free
- E-mail tldefluter@cmhmetro.net or leave a voice message at X 5-5960.
- There are 13,500 tickets available for employees and your baseball, soccer teams or neighborhood children.

MCP STAND UP AND BE COUNTED!

MCP employees are encouraged to complete the supplemental services survey by April 12. Please return completed surveys to Janel Perry in the Department of Human Resources. Fax to 645-5940. Or call X 5-8184 with questions or to request a survey.



What is a Preferred Provider?

A Preferred Provider Organization (PPO) is a network of healthcare providers who allow employees to maximize their benefits, as well as provide additional conveniences. Employees covered under AFSCME, CMAGE, MCP, or FOP PPO plans have access to the United Healthcare medical PPO network. The PPO is a comprehensive list of doctors, hospitals, and other medical facilities. PPO doctors file insurance claims for their patients. PPO doctors also place pre-certification calls to United Healthcare.

Employees and their dependents, who select a PPO care provider, enjoy a higher level of benefit under their program than those who select a non-PPO hospital or doctor. PPO doctors are required to accept United Healthcare's reasonable charge as payment in full. What does that mean to the employee? There are no balance billing of charges over the reasonable amount from the PPO doctor. In addition, any care determined by United Healthcare to be medically unnecessary will be the network provider's responsibility.

Employees who receive services from non-PPO providers will pay a 20% penalty of unreasonable charges and, in some cases, charges over the reasonable limit and/or care determined to be medically unnecessary.

If your career ambitions are not being fulfilled in your current job assignment, you should consider furthering your education using the City's Tuition Reimbursement Program.

Tony K., a police officer, is completing his Masters of Arts Degree in Public Administration as provided for in the FOP contract. Justine R., a member of CMAGE, is taking a professional development seminar for maintenance of her nursing credentials. These employees, and many others, are creating a better future for themselves through education and training activities funded by the City's Tuition Reimbursement Program.

The application process is simple. Each division has a tuition reimbursement coordinator who can answer questions and assist with the application process. Terms of the program and benefit levels are defined in the various labor contracts and the Management Compensation Plan.

For more information contact your department/division tuition reimbursement coordinator, or contact Jim Lendavic, Tuition Reimbursement Coordinator, in the Department of Human Resources at City Hall. Phone 645-8263 or e-mail to JMLendavic@cmhmetro.net

The importance of Seatbelt Safety

Mayor Mike Coleman



**With seat belts we can all arrive alive,
Let's Buckle Up!**

The Department of Public Safety and Mayor Michael Coleman are encouraging all city workers to ***Buckle Up***. Federal and state studies have shown that seatbelt use can extend life. Motor vehicle accidents cost businesses, including government, an estimated \$43.1 billion annually in health care benefits, worker's comp and property damage. The costs of treatment, care and rehabilitation of individuals involved in a crash who did not wear a seatbelt are 55% higher than individuals who wear seatbelts.

So, Why Wear A Seat Belt? During a crash, a properly worn seat belt distributes the forces of rapid deceleration over a larger and stronger part of a person's body, such as the chest, hips and shoulders. The safety belt stretches, slows the body down and increases stopping distance. The difference between the belted person's stopping distance and the unbelted person's stopping distance is significant. It is often the difference between life and death. Vehicle crashes continue to be a leading cause of work-related deaths in the U.S.

So please join our Mayor and your fellow co-workers and buckle up every time you, a family member or friend are in a vehicle!

Farewell to Lauree Raica

Lauree Raica was employed with the City of Columbus since 1986 as the City's Risk Manager, overseeing the employee insurance programs, Workers' Compensation, injury leave, and unemployment.

On March 11, 2002, Lauree departed the City to become the Chief Risk Officer for the Ohio Bureau of Workers' Compensation.

Join the HR Department in wishing her well.



IMPORTANT PHONE NUMBERS

United HealthCare.....	1-800-681-3849
Medical, Rx Drug, Pre-certification	
Mail Order Rx Drug.....	1-800-681-3849
Nurseline.....	1-877-365-7922
Anthem Blue Cross/Blue Shield	1-800-282-1730
Dental	
Vision Service Plan	1-800-877-7195
Vision	
CNA Life Insurance	
Life:	At work employees contact Division Payroll Department.
	Terminating employees, call Risk Management to convert within 31 days of terminating City employment
CobraServ.....	1-800-790-9056
COBRA: Continuation Benefits	
CareWorks.....	1-888-899-1232
Workers' Compensation Managed Care Organization	
Anthem Life	
Short term disability. Complete forms through Division payroll.	
AFLAC.....	614-761-1342
Pre-tax benefits. Dependent child care	
Colonial Life.....	614-882-9307
Voluntary insurance options	
Employee Benefits/Risk Management.....	614-645-8065
Deferred Compensation.....	1-877-644-6457
Citywide Training Hotline.....	614-645-7733

Ohio Public Employees Deferred Compensation Program

Please update your records to show the new telephone numbers for Deferred Compensation as
1-800-OHIO457
or
1-800-644-6457
The Internet website address is:
www.ohio457.org

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